



METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY

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METRO ECC EMPLOYEES HONORED BY THE TENNESSEE EMERGENCY NUMBER ASSOCIATION

Twelve employees recognized for February deployment to Macon County

NASHVILLE, Tenn. – The Tennessee Emergency Number Association (TENA) recently recognized a group of Metro Emergency Communications Center professionals for their service to the state in February 2008 after a tornado devastated Macon County. The awards ceremony was part of the 23rd Annual TENA Conference, held September 14-17 in Pigeon Forge, TN.

On Wednesday, February 6, Metro ECC deployed a response team of 11 dispatchers to staff Macon County's emergency call taking and dispatch operation. Upon arrival, the team became instrumental in organizing the county's Emergency Operations Center (EOC). ECC's response was recognized by TENA as the first Telecommunications Emergency Response Task Force (TERT) deployment in the state of Tennessee.

"This group of highly-trained emergency telecommunications officers put their lives on hold to help their counterparts in Macon County," ECC Director Duane Phillips said. "They showed that the volunteer spirit is alive and are most deserving of this special recognition."

The Macon County responders, several of which are members of the ECC's Field Incident Response Situation Team (FIRST), quickly implemented the incident command structure and began documenting significant events. They fielded all phone calls coming into the EOC, assisted with call taking and dispatch duties, tracked all volunteers, equipment, supplies and the like. ECC's Public Information Officer was later deployed to assist local officials with media requests and interviews.

The ECC team worked 12-hour shifts for three days and before departing, taught the local dispatchers how to continue the documentation process and initiated all proper paperwork for FEMA.

In addition to the TENA awards, Senator Joe Haynes presented a joint resolution of the 105th Tennessee General Assembly recognizing emergency responders from across the state that assisted with the recovery operations in Macon, Sumner and Trousdale counties.

The Tennessee Emergency Number Association (TENA) is a not-for profit corporation which was established in 1985 following the passage of the Emergency Communications Act. The membership of TENA is comprised of public safety communications professionals representing the Emergency Communications District's throughout Tennessee.

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